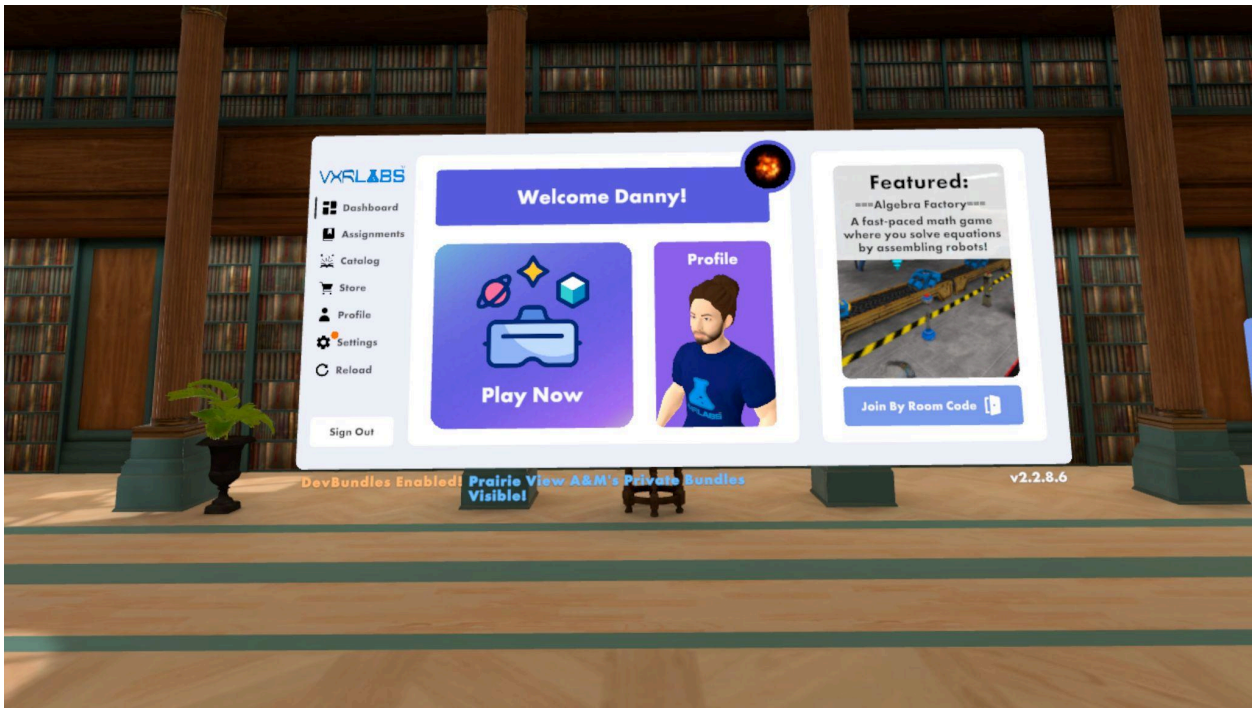
VXRLabs Bug Report Process

Thanks for jumping in and testing with us! Your feedback is appreciated.
Here, we'll go over the steps needed in order to conduct a proper bug report for experiences within VXRLabs.

Getting Started:

1. Make sure you have the most up to date version of VXRLabs installed to your VR headset! It should automatically download and install when a new version goes live.
2. You'll be issued a temporary login, giving you access to the entire library of content.
3. When you first open VXRLabs, you'll be asked if you want to do the **Guided Tutorial.** If this is your first time in VXRLabs, you'll for sure want to do it. If not, you can skip it.
4. When you're in the Lobby, you will **Sign In** using the credentials provided by VictoryXR staff.



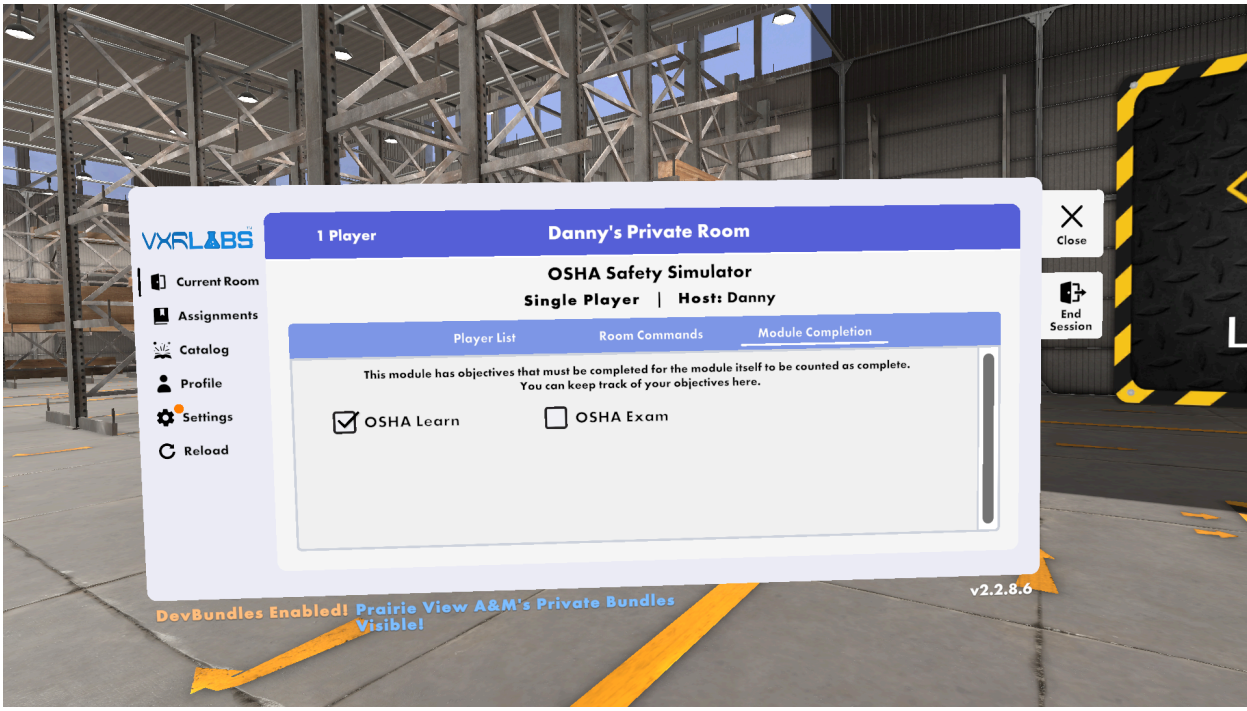
5. Feel free to customize your avatar under **Profile** if you feel like it!
6. When you're ready, go to **Play Now** to look for and begin your assigned Modules.

Modules:

1. The different experiences within VXRLabs are called **“Modules.”** Modules come in a few different flavors:
    a. **Simulators:** Simulators are Modules that have a specific objective in mind with a “completion” state of some kind. These include science experiments, animal dissections, CTE training and guided tours of historical locations. **These are going to be the Modules that are in the most need of testing.**
    b. **Creator Spaces:** Creator Spaces are Modules that do not have a set objective. Instead, they allow users to bring in interactive objects called **Spawnables**. These can be models of human organs, life-sized dinosaurs, measuring tools, or objects that are just for fun like dice and baseballs.
    c. **A.I. Discussion:** Some Modules are primarily focused on speaking to and interacting with an A.I. character. Examples include Rental Negotiation, where you are trying to haggle with an A.I.-based realtor to get the best deal on a rental space.
    d. **Other:** Some Modules are specialized and therefore don’t quite fit the mold of a Simulator, or Creator Space. For example, our *Anatomy: Body System Exploration* Module does not have a set objective, but it is not a Creator Space either.
2. When going through a **Simulator-style Module**, there will often be accompanying **Module Completion Objectives**. You can find these by…
    a. Going to your Wrist Watch

    b. Clicking on Menu

c. Going to Current Room and then Module Completion



Playing Through A Module:

Once you've chosen a Module to test, there are a number of items that you will need to note during your playthrough. You'll be provided with a Spreadsheet so you can itemize your feedback in specific cells on the spreadsheet.

Here are the things that you will need to note as part of your feedback and bug-testing:

1. **Module:** What Module are you testing?
2. **Device:** What VR headset did you use to test this Module?
3. **Play Method:** Were you seated, or standing up in real life during your playthrough?
4. **Completion:**
    a. Does this Module have Module Completion Objectives? If not, do you feel that it *should*?
    b. If there are Module Completion Objectives, were you able to complete all of them using the learning tools provided? (Built-in PDFs, instructions, external training videos, etc.)
    c. Were the provided instructions clear enough to understand the goals of the Module?
5. **BUGS**: **If you are unable to complete the objectives of this Module due to what appears to be a functional road-block, please detail your notes using this kind of language:**
    a. "When I do ____ it does ____."
    b. "I am able to recreate this behaviour by doing ____, ___, and ____"

    c. “This bug only seemed to happen once. I could not make it happen again. But here’s what I was doing when it happened.”
    d. “I did this and now I cannot continue the Module. I was at step ___.”
6. **Trying to break it:** Once you’ve confirmed that you can complete the Module by following the instructions, you also will want to try *breaking* the experience by doing things that are *not* in the instructions!
    a. Can you walk, or teleport through walls?
    b. Can you put something where it doesn’t belong and break the flow of the experience irreparably, forcing you to exit and restart the Module?
    c. Can you accidentally drop an important object and are unable to retrieve it?
    d. Can you force an A.I. character to say something inappropriate?
7. **Performance:** How was the performance? Did you experience any lag, or heavy stuttering during your playthrough?
    a. **Tip 1:** Navigate to the corner of the virtual space to capture as much of the space in your field of view as possible. Are things laggy?
    b. **Tip 2:** To help you detect lag, try holding your virtual hand up to your face and then rotating your torso from side to side. If your hand stutters a lot, then you know you’ve got lag.
    c. Please note in your feedback which step of the Module you were in when you experienced the lag. **Is it all of the time, or only when you see or do something specific?**
    d. Perhaps it’s only lagging when you’re looking at a specific object, or part of the room? Note that.
8. **Audio:** Having a pleasant audio experience is important too!
    a. Do certain sound effects, music tracks, voiced instructions, etc. feel too loud, or too soft?
    b. Do certain sound effects feel “sharp” or unpleasant when hearing them over your device’s speakers?
    c. Make sure you’ve adjusted the volume on your VR headset to what’s comfortable for you prior to making notes on audio.
9. **Fun:** Of course, this is more of a subjective opinion and not an outright “bug,” but… Was it fun?
    a. Was it a meaningful experience to do in a VR headset?
    b. Are there things that you wished you could do, or interact with to enhance the learning experience?
    c. Were you granted the freedom to experiment without it feeling like you were “breaking” the Module?